

# Let's talk Let's eat

## SPEECH PATHOLOGY

### NDIS - INFORMATION, BOOKING AND CANCELLATION FOR NEW CLIENTS

Welcome, and thank you for choosing Let's Talk, Let's Eat Speech Pathology. Let's Talk, Let's Eat Speech Pathology is a private practice servicing the northern suburbs of Brisbane, Redlands, the Mackay Region and Alice Springs. We are dedicated to providing the highest quality, family-focused speech pathology services. We value each and every client, and aim to help and support families throughout their journey with us.

### OUR TEAM

Renee Cansdale and Caroline Ferris are the Directors of Let's Talk, Let's Eat. Renee has a special interest in paediatric feeding and early language, whilst Caroline has a special interest in school aged language and Developmental Language Disorder. Danielle Wilson-Smith is our practice manager. Our team includes the following passionate and experienced clinicians;

#### Aspley office

Renee Cansdale

Joanne Wilkinson

Sarah Colwell

Stephanie Bell (Mat Leave)

Emily Cox

Elizabeth Cassidy

Mikayla Douglass

Tia O'Boyle (AHA Aspley)

#### Ormiston office

Caroline Ferris

Elizabeth Ho

Aurelie Twidale

Letitia Sporne

Jessica Farrimond

Lara Biggin (AHA Ormiston)

Olivia Clarke (AHA Ormiston)

Cassie Willcox (Mackay)

### Our Admin Support Team

Danielle Wilson Smith (Clinic Manager)

Sylvie Humphries - Invoicing and Administration Support

Emma Whyte - Administration Support

### LOCATION OF PRACTICE

- 1) Shop 5 /116 Wellington Street, Ormiston Shopping Village, Ormiston, QLD 4160
- 2) Suite 5, Level 1, Professional Office Suites - Aspley Homemaker City, 815 Zillmere Road, Aspley, QLD 4034
- 3) 37 Brisbane Street, Mackay, QLD 4740 (In the offices of Occupational Therapy Mackay)
- 4) Alice Springs, NT 0870

**Phone number:** 0490 894 427 / **Fax number:** (07) 3102 9906



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**PARKING:** Clinic parking is available onsite at all clinic locations.

### APPOINTMENTS

Please contact us by phone or email to book your initial appointment with Let's Talk, Let's Eat Speech Pathology. Our team provides services Monday to Saturday at our rooms, at your home, or at childcare or school (with permission). Your initial appointment will be confirmed via a confirmation email. If you have not received your appointment confirmation within 48 hours of booking, please check your spam or junk email folder or filter. If you are unable to locate our email, please contact our office immediately. You will be reminded of each of your appointments 48 hours prior via SMS.

### REFERRALS

Referrals are not necessary. Reports from your paediatrician and/or other specialists are most welcome.

### INITIAL CONSULTATION

The initial or first consultation is usually 45-60 minutes. This consultation allows the clinician to collect background information about your child and to screen their current speech, language, literacy and feeding skills. Information is gathered by discussing your child's birth, developmental and medical history, observations, and also a formal assessment. How your clinician screens your child's current skills depends on the child's age, and developmental level. For younger children assessment may involve observing your child playing with their carer or administering specialised tests. Following an initial assessment a short assessment summary will be provided to the family by email within 14 days.

A 45-60 min (initial) consultation is usually sufficient for the assessment of:

- Stuttering
- Articulation (Speech)
- Language delay
- Fussy eating

A longer session, or multiple sessions may be required for more complex communication or feeding difficulties. This will be discussed with you when your assessment is booked.

### NDIS FUNDING AND PAYMENT OF FEES

We can provide services to NDIS participants who are **self or plan managed**.

**Payment for your session is due on the day of your service.** Our clinic accepts EFTPOS or Auto Credit / Debit Card Transaction for payment of your session. An invoice will also be issued for clients with 3rd Party Providers.

For self-managed families who receive **Mobile or Telehealth services** - at school, kindy or home, we require payment through Auto Credit / Debit Transaction. The card will be charged one business day



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following your appointment and a receipt will be sent via email within 24 hours of payment being received. If your payment is declined, we will contact you via phone or text message. Please note that this payment method also applies to our **Self Managed Mackay Clients**.

Credit card details are kept private and confidential as per our privacy policy and saved within our secure NAB Transact Merchant Facility. Clients who see us in the clinic can also opt to use this payment method.

### FEE SCHEDULE (as at 26th June 2023) - based on \$193.00 per hour

SERVICE	CLINIC	MOBILE
45-60 Minute Assessment + Summary	\$386.00	\$434.25 (\$386 + 48.25)
30 minute therapy session + 10 mins notes	\$128.67	\$176.92 (\$128.67 + \$48.25 travel)
45 minute therapy session + 15 mins notes	\$193.00	\$241.25 (\$193.00 + \$48.25 travel)
60 minute therapy session + 15 mins notes	\$241.25	\$289.50 (\$241.25 + \$48.25 travel)
NDIS Reviews / Reports	\$193.00 (incl GST)	

Please note all services include 15 minutes of therapist preparation / follow up admin (\$48.25). Mobile sessions include our travel charge of 15 minutes (\$48.25). Late cancellations are charged at 90% if notification is not received by 3.00 pm one day prior to your appointment.

### CANCELLATIONS

You will receive a text message to confirm your appointment 2 business days prior. **Please reply CONFIRM or CANCEL to this message.** You may provide extra information in your text message or contact our office to reschedule your appointment.

If you fail to notify us **by 3 pm one day prior to your appointment of a cancellation**, we may charge up to 90% of the service charge as per our cancellation policy. The NDIS recommendation is 7 days 100%, however we do feel that 7 days is unreasonable and have tried to extend the notice time out as far as possible. We do understand that this is difficult when illness strikes at the last minute. The fee is not intended to be a punishment at all and covers the time that your Clinician puts into preparing for the session and appointments are difficult to fill at the last minute. We do try to offer alternatives where possible, ie Telehealth, rescheduling to a day later in the week, parent/carer sessions or a home programme.



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### ATTENDANCE AND CONDUCT

For speech therapy to be most effective for your child, we recommend **80% attendance** for clients. Sporadic attendance for therapy does not support progress in communication goals. If you find that your allocated day and time is not working for you, please let us know as soon as possible and we will work to find you an alternative appointment. **Please remember that we have a lengthy waitlist so if you find that your appointment time is not working for you please let us know as soon as possible so that we can help out another family needing our assistance.**

Where appropriate, your clinician may provide you with activities to practice at home, between your sessions. This will help your child practice and reinforce their new skills learnt in the session. Parent / Carer participation during the session is encouraged, so that you will have the knowledge and skills to support your child's therapy journey.

Please ensure you arrive on time for each appointment. For the benefit of other clients, we will not admit you to your appointment any later than 15 minutes after the scheduled appointment time. You will remain liable for the appointment fee and we will not issue any refund in this event.

We reserve the right to refuse admission to you and/or any child under your care or ask you and/or any child under your care to leave our premises if we think you and/or they are behaving in a disruptive way or in a way that violates our lease, or in a way that is likely to cause damage, nuisance, offence or injury. You will remain liable for the appointment fee and we will not issue any refund in this event. We also ask that you comply with all health, safety and any other rules and regulations applicable to our premises, and that you agree not to bring onto our premises any illegal or hazardous items.

Thank you for choosing Let's Talk, Let's Eat Speech Pathology. We look forward to providing you with a friendly, fun and professional service to achieve the best possible communication and feeding outcomes for your child.

Please direct any feedback about our services to [admin@LTLE.com.au](mailto:admin@LTLE.com.au) and talk about us to your friends. If you have a grievance or complaint at any time, please refer to our complaint management policy, also attached. Our clinicians work within the Speech Pathology Australia's Code of Ethics. A copy of this document is also attached for your reference.

Sincerely,

Renee Cansdale  
Director  
Let's Talk, Let's Eat Speech Pathology

Caroline Ferris  
Director  
Let's Talk, Let's Eat Speech Pathology

